

In-House Complaints Handling Procedure (CHP)

As a regulated member of The Property Ombudsmen Scheme (TPOS), we have in place a CHP (Complaints handling procedure), which meets the regulatory requirements. Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. We will register all complaints internally and we will try to resolve your complaint satisfactorily. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you the client, the opportunity to have your complaint reviewed and considered by TPOS.

Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Smart Investment and Management Ltd
Studio 1
46 The Calls
Leeds
LS2 7EY
T: 0113 8878158

Alternatively, you may email the complaint as a PDF attachment to enquiries@smartim.co.uk

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 3 days. A formal response will be given within 15 days and if for any reason this is not possible, we will write to you within this time frame to explain any delays and update on you on the timeframe required.

Stage Two

Should you remain dis-satisfied with any formal reply to the initial complaint correspondence, we will consider any further new points raised in writing as per the previously stated contact methods.



Further responses from Smart Investment and Management will be within 15 days of receipt of the additional written correspondence by the complainant and this will usually be our statement concluding the matter from our perspective and include any offers we are willing to make.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
T 01722 33306

W <https://www.tpos.co.uk/consumers/how-to-make-a-complaint>

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

I trust this letter sets out clearly our Complaints Handling Procedure, however, if you have any queries do not hesitate to contact us.

